



Job Title: Housekeeping

Location: Heywood Wakefield Commons Gardner, MA 01440

Hours: Full Time

Job Summary:

Responsible for maintaining a clean and safe environment for residents and staff by performing cleaning duties assigned to apartments, interior and exterior common areas, and amenities, as well as some light maintenance.

Duties and Responsibilities:

The following essential functions are the fundamental job duties of the position to be completed with or without appropriate reasonable accommodation.

- Clean public areas and residents' apartments, including kitchens, patios and windows, floors, furniture as well as common community bathrooms and other areas.
- **Perform all housekeeping duties including:**
- Distribute laundered towels and linens.
- Change beds when requested.
- Clean public restrooms and replenishing supplies as needed
- Sweep, scrub, wax and polish floors; shampoo rugs, carpets, upholstered furniture and draperies.
- Dust furniture and equipment.
- Polish metalwork.
- Wash walls, woodwork, windows, door panels and sills.
- **Perform all laundry duties including:**
- Maintain resident laundry areas including mopping floors and washing walls regularly.
- Wash windows at reasonable heights throughout the community as requested.
- Keep utility and storage rooms in clean and orderly condition.
- Disinfect and sterilize equipment and supplies.
- Stock cleaning cart with supplies.
- Empty wastebaskets and transport trash and waste to disposal area.
- Ensure along with Maintenance that trash and dumpster areas are clean.
- Some assigned maintenance work orders for maintenance repairs as needed.
- Report resident issues or changes in health or living status promptly.
- Report potentially unsafe conditions or maintenance related issues promptly to Supervisor.
- May perform other duties as assigned.

Minimum Qualifications:

- Able to operate cleaning equipment such as iron, washer and dryer, brooms, mops, vacuums, etc.
- Able to work various schedules and shifts including weekends and some holidays as needed.
- Must communicate and understand the English language.
- Able to remain professional and calm in emergencies, as well as assist if needed.

Required Behavior:

- Able to demonstrate a high level of service delivery; does what is necessary to ensure customer satisfaction; deals with service failures and prioritizes customer needs.
- Able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport.
- Able to work cooperatively with a group of people to achieve goals and objectives.
- Able to be tactful; maintain confidences, and foster an ethical work environment; prevent inappropriate behavior by coworkers; give proper credit to others; handle all situations honestly.
- Able to keep an open mind and change opinions on the basis of new information; perform a variety of tasks and change focus quickly as demands change; manage transitions effectively from task to task; adapt to varying customer needs.
- Arrive to work on time; absence is minimal.
- Appearance is neat, clean, and according to dress code.
- Observe safety and security procedures.
- Use equipment and materials properly.
- Demonstrate accuracy and thoroughness in work performed.

Physical Demands:

- Physically able to move at least 50 lbs. without assistance.
- Physically able to bend, reach, and work in small areas.
- Physically able to push and pull equipment and furnishings.
- Physically able to stand for long periods of time.

Benefits:

Full time position offers a competitive benefit program to include Medical, Dental, Vision, Health FSA, Dependent Care FSA, Short-Term Disability, Long Term Disability, Life Insurance, Home and Auto Discount program, Vendor Discount Program, 401(k) with matching contribution, Accrued Vacation, Sick, and Personal time and Paid Holiday Benefit. Employee referral bonus, and resident referral bonus.

If you are interested in applying or know someone to refer for the position please e-mail resume to Joseph V. Raymond at jraymond@hwcommons.com